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October 8, 2010

VIA UPS Express Delivery

Public Service Commission of
South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210
(803) 896-5125

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COLUMBIA, SC

RE: Service Quality Report – 3rd Quarter 2010

Attached please find the 3rd Quarter 2010 Service Quality Report for the following named telecommunications provider.

EveryCall Communications, Inc.

If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at amckay@telecompliance.net

Sincerely,

Alicia G. McKay
Regulatory Agent

Enclosure

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

EveryCall Communications, Inc.

QUARTER / YEAR

3rd / 2010

Month:	JUL	AUG	SEP
Number of Customer Access Lines	<u>2489</u>	<u>1700</u>	<u>1444</u>
Trouble Reports / Access Line (%)	<u>5%</u>	<u>5%</u>	<u>2%</u>
Customer Out of Service Clearing Times (%)	<u>87%</u>	<u>85%</u>	<u>89%</u>
New Installs Completed w/in 5 Days (%)	<u>93%</u>	<u>95%</u>	<u>94%</u>
Commitments Fulfilled (%)	<u>95%</u>	<u>93%</u>	<u>96%</u>

Comments / Explanations: _____

Person Making Report / Contact Information: Jon Seger

225-252-3332 / seger@everycall.com